

Support services

If you need to speak with someone about how you're feeling or anything you're experiencing, there are a lot of helpful services available.

In this document we have included contact details for most crisis and support services.

If you can't find what you are looking for, please contact us at wellbeingsupport@wh.org.au and we will get back to you as soon as possible.

your Culture | your Ability | your Identity



Western Health

Western Health Employee Assistance Program & Counselling Service

1800 099 444 (24 hours a day, 7 days)

Confidential counselling for staff, volunteers and their families. work@caraniche.com.au

Emergency Services

Police

000 (24 hours)

Lifeline

13 11 14 (Toll free, 24 hours a day, 7 days)

A national number which can help put you in contact with a crisis service in your state. www.lifeline.org.au

Suicide Call Back Service

1300 659 467 (Toll free, 24 hours a day, 7 days)

A national number which provides immediate telephone counselling and support www.suicidecallbackservice.org.au

1800 Respect

1800 732 732 (Toll free, 24 hours a day, 7 days)

Counselling service for domestic violence or sexual assault. www.1800respect.org.au

Beyond Blue

1300 22 4636 (Toll free, 24 hours a day, 7 days)

Telephone free psychological support.

Safe Steps

1800 015 188 (Toll free, 24 hours a day, 7 days)

Telephone counselling, information and referral

to safe accommodation in Victoria for women and children experiencing domestic violence.

www.safesteps.org.au

Sexual Assault Crisis Line

1800 806 292 (24 hours a day, 7 days)

Crisis counselling service for people who have experienced both past and recent sexual assault.

Centre Against Sexual Assault

1800 806 292 (Toll free, 24 hours a day, 7 days)

Work to ensure that women, children and men who are victim/survivors of sexual assault have access to comprehensive and timely support and intervention to address their needs.

The Sexual Assault & Family Violence Centre (The SAFV Centre)

1800 806 292 (Toll free, 24 hours a day, 7 days)

Available to support people impacted by sexual assault and women, children and young people experiencing family violence.

InTouch Multicultural Centre Against Family Violence

1800 755 988 (24 hours a day, 7 days)

Support and information in their own language for Victorian women experiencing domestic violence. <http://intouch.asn.au/>

Men's Referral Service (No to Violence)

1300 766 491

Information and support for men who might be using controlling or violent behaviour towards a partner or family member; or who have been victimised by a partner or family member. <http://www.ntv.org.au/>

Mensline Australia

1300 78 99 78 (Toll free, 24 hours a day, 7 days)

Supports men who are dealing with family and relationship difficulties. www.mensline.org.au

Kids Help Line

1800 55 1800 (Toll free, 24 hours a day, 7 days)

Telephone and online support and information for children and young people. www.kidshelp.com.au

Djirra

1800 105 303 (9am to 5pm, Monday to Friday)

Telephone counselling service for Aboriginal people who are experiencing or have experienced family violence.

Dardi Munwurro (Strong Spirit)

1800 435 799 (Toll free, 24 hours a day, 7 days)

A specialist Aboriginal family violence service. Brother to brother is a 24 hour crisis line for men.

Elizabeth Morgan House Aboriginal Women's Service

1800 364 297 (Toll free, 24 hours a day, 7 days)

An Aboriginal-led peak body for Aboriginal Women and Children in Victoria providing family violence services and advocacy. info@emhaws.org.au

Yarning SafeNStrong

1800 959 563 (Toll free, 24 hours a day, 7 days)

Telephone crisis line for Aboriginal people and families who need to have a yarn with someone about their wellbeing.

Support Services

The Orange Door

A free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care, wellbeing and development of children. <https://orangedoor.vic.gov.au/contact>

National Association for Prevention of Child Abuse and Neglect (NAPCAN)

Website for contact details of agencies which assist with reporting child abuse and neglect. <https://www.napcan.org.au/>

Rainbow Door

1800 729 367 or text 0480 017 246 (10am to 5pm, 7 days a week)

Free specialist advice to LGBTIQ+ people and their friends and families. support@rainbowdoor.org.au

With Respect

1800 LGBTIQ (Toll free, 24 hours a day, 7 days)

Resources, tips and advice for LGBTIQ+ people on having and maintaining healthy relationships. Support for LGBTIQ+ people of all ages and their families experiencing difficulty in their relationships, including family violence.

QLife Australia

1800 184 527 (Toll free, 24 hours a day, 7 days)

Provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships. <https://qlife.org.au/>

Relationships Australia

1300 364 277

Relationships Australia is a leading provider of relationship support services for individuals, families and communities. www.relationships.org.au

1800 My Options

1800 555 660 (9am-5pm Mon-Fri)

For information about contraception, pregnancy options and sexual health in Victoria info@1800myoptions.org.au

GenWest

131 450 (Toll free, 24 hours a day, 7 days)

Victorian family violence support service that also delivers programs that support communities to lead safe and healthy lives.

Victorian Aboriginal Child Care Agency

A state-wide Aboriginal Community Controlled Organisation (ACCO) servicing children, young people, families, and community members. <https://www.vacca.org/>

Women's Housing Ltd

9412 6868 (9:00am – 5:00pm)

A not for profit organisation that provides low costs housing to women at risk of homelessness. info@womenshousing.com.au <https://womenshousing.com.au/>

Women's Homelessness Prevention Project

Responsibly keeping women and children safely housed across Victoria through integrated legal and social work assistance. <https://justiceconnect.org.au/>



Elders Right Advocacy

1800 700 600 (Toll free, 24 hours a day, 7 days)

Supporting elders right to quality care. <https://era.asn.au/>

Seniors Rights Victoria (SRV)

1300 368 821 (10AM – 5PM Mon-Fri)

Provide information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people. <https://seniorsrights.org.au/>

Court Network

1800 571 239 (Toll free, 24 hours a day, 7 days)

A free confidential community service provided by volunteers for all court users in Victoria and Queensland: victims, witnesses, accused, family and friends.

Victoria Legal Aid (VLA)

1300 792 387 (Toll free, 24 hours a day, 7 days)

Free legal information advice and legal representation based on financial situation and other individual circumstances for all Victorians.

Women's Information Referral Exchange (WIRE)

1300 134 130

Free support, referrals & information on any issue for women, non-binary & gender diverse people in Victoria. support@wire.org.au

Women's Legal Service Victoria

1800 133 302 (Toll free, 24 hours a day, 7 days)

A not-for-profit organisation that provides free legal services to women experiencing disadvantage to address legal issues arising from relationship breakdown or violence. admin@womenslegal.org.au <https://www.womenslegal.org.au/>

Community Legal Centres Australia

An independent, non-profit organisation established to support the community legal sector and ensure provision of free and accessible legal and related services to everyday people, including people experiencing discrimination and disadvantage. <https://clcs.org.au>

This resource contains links and contact details about external websites and services which is provided for information purposes only. The views or opinions stated in the external websites or services do not necessarily reflect those of Western's Health. Western Health takes no responsibility for either the content or the privacy practices of the external websites or services. Any provision of links and contact details to external websites and services does not imply endorsement by Western Health of the views expressed by the organisations or individuals responsible for the external websites and services.



Western Health

www.westernhealth.org.au